Health Professions Appeal and Review Board	**Commission d'appel et de révision des professions de santé**
Health Services Appeal and Review Board	**Commission d'appel et de révision des services de santé**
Transitional Physician Audit Panel	**Le comité provisoire de vérification des honoraires de médecins**
Ontario Hepatitis C Assistance Plan Review Committee	**Comité de révision du Programme ontarien d'aide aux victimes de l'hepatite C**

Ontario

June 30, 2011

The Honourable Deb Matthews
Minister of Health and Long-Term Care
Minister's Office
Hepburn Block, 10th Floor
80 Grosvenor Street
Toronto, ON
M7A 2C4

Dear Minister:

RE: Health Professions Appeal and Review Board, Health Services Appeal and Review Board, Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee Annual Reports

On behalf of the Health Professions and Health Services Appeal and Review Boards, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee, it is my pleasure to submit our Annual Reports for the fiscal year of 2010-2011.

The Boards, Panel and Committee remain committed to the initiatives outlined in the report and to ensuring excellence in the service it provides to the Ontario public.

Yours sincerely,

Linda P. Lamoureux

Linda P. Lamoureux
Chair
Health Professions Appeal and Review Board
Health Services Appeal and Review Board
Transitional Physician Audit Panel
Ontario Hepatitis C Assistance Plan Review Committee

c: Lori Coleman, Chief Operating Officer, Health Boards Secretariat
Registrar, Health Professions and Health Services Appeal and Review Boards, Transitional Physician Audit Panel and Ontario Hepatitis C Assistance Plan Review Committee

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Health Professions Appeal and Review Board

Health Services Appeal and Review Board

Transitional Physician Audit Panel

Ontario Hepatitis C Assistance Plan Review Committee

Commission d'appel et de révision des professions de santé

Commission d'appel et de révision des services de santé

Le comité provisoire de vérification des honoraires de médecins

Comité de révision du Programme ontarien d'aide aux victimes de l'hepatite C

Ontario

June 30, 2011

Ms. Linda Lamoureux
Chair
Health Professions and Health Services Appeal and Review Boards
Transitional Physician Audit Panel
Ontario Hepatitis C Assistance Plan Review Committee
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

Dear Ms. Lamoureux,

It is my pleasure to report to you on behalf of the Health Boards Secretariat. The Health Boards Secretariat (Secretariat) provides comprehensive administrative, corporate, fiscal and case management support to the Health Professions Appeal and Review Board, the Health Services Appeal and Review Board and the Ontario Hepatitis C Assistance Plan Review Committee. In addition, the Secretariat provides a similar support function to other adjudicative tribunals as well as payment processing functions for health related services.

This has been a pivotal year for the Secretariat as the case management team has worked collaboratively with the Boards to reduce the active appeal base across the adjudicative health boards, to shorten appeal processing times, and to further establish procedures designed to enhance consistency in administrative processes and enable greater access to justice as well as improved customer service standards. The many successes in these areas are evidenced in the statistics presented in this report on pages 12 to 25. Although the intake of new applications for review and hearing has increased, the overall active caseload has decreased. This has been achieved through the commitment of staff and members and is apparent in the marked increase in the number of pre-hearings and hearings conducted as well as the number of decisions issued.

As in previous years, funding is allocated to the Secretariat from the Consolidated Revenue Fund. There are some limitations in detailing expenditures as they relate specifically to the agencies supported by the Secretariat. You will note that expenditures such as salaries and facilities are not included in the financial data on pages 18 and 22. It would be arbitrary to determine what portion of cost should be attributed to the Health Professions or the Health Services Appeal and Review Boards, Ontario Hepatitis C Assistance Plan Review Committee or Transitional Physician Audit Panel alone. These shared costs are incorporated in the fiscal planning cycle by the Secretariat and are reported to the Ministry.

Health Professions Appeal and Review Board	**Commission d'appel et de révision des professions de santé**
Health Services Appeal and Review Board	**Commission d'appel et de révision des services de santé**
Transitional Physician Audit Panel	**Le comité provisoire de vérification des honoraires de médecins**
Ontario Hepatitis C Assistance Plan Review Committee	**Comité de révision du Programme ontarien d'aide aux victimes de l'hepatite C**

Ontario

While expenditure directly related to the Boards has increased in the past fiscal year, this increase in cost is reflective of the dramatic increase of work volume and productivity. Financial pressures attributed to the activity of the Health Boards remains primarily associated with an increase of 100% in the per diem rate for Board members with no increase to the base funding of the Secretariat. The Secretariat remains committed to working with the Health Boards and their members in exercising strong controllership practices to minimize expenditure while enabling access to justice.

I trust that this information is of assistance to you, and I look forward to continuing to lead services providing support to the Health Professions and Health Services Appeal and Review Boards, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee.

Yours truly,

Lori Coleman

Lori Coleman
Chief Operating Officer, Health Boards Secretariat
Registrar, Health Professions and Health Services Appeal and Review Boards, Transitional Physician Audit Panel and Ontario Hepatitis C Assistance Plan Review Committee

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A. MESSAGE FROM THE CHAIR

As Chair of the Health Professions and Health Services Appeal and Review Boards, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee, it is my pleasure to report on the Health Boards' activity for the period of 2010–2011. In recognition of the ongoing commitment to high quality service to the Ontario public, I would first like to thank the membership of the Health Boards, the Plan and the Committee. As well, I would like to recognize Lori Coleman, Registrar of the Health Boards and Chief Operating Officer of the Health Boards Secretariat, and her team for their ongoing support.

The Health Professions Appeal and Review Board is trusted with protecting the public interest, providing a common framework for overseeing aspects of Ontario's self- regulated health professions, human and animal, and providing an independent forum for the public and health professionals. The Health Services Appeal and Review Board serves to conduct hearings and reviews and to make decisions, orders and recommendations concerning decisions made by parties acting under 12 pieces of legislation. The Transitional Physician Audit Panel hears appeals from decisions made by the General Manager of OHIP in respect of payments to physicians. The Ontario Hepatitis C Assistance Plan Review Committee hears appeals from decisions made by the Ontario Hepatitis C Assistance Plan. During the period of this Annual Report, the Boards, Panel and Committee continued to focus on improving the quality, access and timeliness of its' services.

I would like to highlight two notable initiatives:

i. The first initiative focused upon improving access to information in relation to the Health Boards. In August 2010, the HPARB and the HSARB began to post all final decisions and reasons online through the Canadian Legal Information Institute (CanLII). The availability of this information not only enables the general public and stakeholders access to the decisions of the Boards, it also assists parties in preparing for hearings and reviews and enhances transparency of the Boards' processes and decisions. Decisions are available at www.canlii.org.

ii. The second initiative focused upon development of the membership of the Health Boards through establishing and maintaining a robust education program. This comprehensive education program comprised of continuing member education program, new member training and mentorship as well as targeted sessions for presiding members was supported by a strong governance team of full and part time Vice-Chairs. The positive results of this training platform have increased the quality of decisions rendered by the Board and efficiencies in the case management of appeal files.

It continues to be my pleasure to work with colleagues and staff who share a commitment to public service. In the coming year the Health Professions Appeal and Review Board, the Health Services Appeal and Review Board, the Transitional Physician Audit Panel and the Ontario Hepatitis C Assistance Plan Review Committee will continue their work to improve service delivery.

B. MANDATE OF THE HEALTH PROFESSIONS APPEAL AND REVIEW BOARD

The Health Professions Appeal and Review Board (HPARB) is an independent adjudicative tribunal created by the *Ministry of Health and Long-Term Care Appeal and Review Boards Act, 1998* that provides oversight to the regulated health professions and veterinarians of Ontario.

Under the *Regulated Health Professions Act (1991)* and the *Veterinarians Act*, the Board functions as a quasi-judicial adjudicative and regulatory tribunal with jurisdiction respecting the regulatory activities of twenty-seven Colleges governing twenty-eight regulated (human) health professions and veterinarians, and the practice privilege decisions of the boards of one hundred and fifty-five public hospitals. The Board also hears appeals from the decisions of the Accreditation Committees for pharmacies and veterinarian facilities. These twenty-eight health professions are listed below:

•	Audiology	•	Midwifery
•	Chiropody	•	Naturopathy*
•	Chiropractic	•	Nursing
•	Dental Hygiene	•	Occupational Therapy
•	Dental Technology	•	Opticianry
•	Dentistry	•	Optometry
•	Denturism	•	Pharmacy
•	Dietetics	•	Physiotherapy
•	Homeopathy*	•	Psychology
•	Kinesiology*	•	Psychotherapy*
•	Massage Therapy	•	Respiratory Therapy
•	Medical Laboratory Technology	•	Speech-Language Pathology
•	Medical Radiation Technology	•	Traditional Chinese Medicine and Acupuncturists*
•	Medicine	•	Veterinary

* Transitional Councils legislated under the *Regulated Health Professions Act, 1991*. Appeal processes to the HPARB respecting these Colleges will come into effect when the statutory committee structure and registration processes are completed for the professions.

The HPARB was established to conduct hearings and reviews, and to make decisions, orders and recommendations regarding:

- Decisions made by the Inquiries, Complaints and Reports Committees (ICRC) of the self-regulating health professions Colleges in Ontario[1];
- Decisions made by the Complaints Committee of the College of Veterinarians of Ontario;
- Orders of the Registration Committees of the Colleges;
- Physicians' hospital privileges under the *Public Hospitals Act*; and
- Accreditation of veterinary and pharmacy facilities.

[1] Since June 4, 2009, the Complaints Committee has been re-formed into the Inquiries, Complaints and Reports Committee.

The majority of the work conducted by the HPARB involves appeals of the decisions made by the ICRC of the self-regulating health professions Colleges in Ontario under the *Regulated Health Professions Act* and decisions made by the Complaints Committee of the College of Veterinarians of Ontario under the jurisdiction of the *Veterinarians Act*. The HPARB has the authority under these Acts to:

i) confirm or rescind all or part of the Committee's decision;
ii) make recommendations to the Committee;
iii) require the Committee to take further action.

The HPARB also reviews or holds hearings of health professional's applications for registration or the accreditation of pharmaceutical and veterinary facilities. The HPARB has the authority to:

i) confirm the Registration Committee's order or proposed decision;
ii) require the College to issue a certificate of registration or licence to the applicant, if he/she completes examinations or training required by the Registration Committee;
iii) require the College to issue a certificate of registration or licence to the applicant, with any terms or limitations the Board considers appropriate, if the applicant qualifies for registration and if the Registration Committee has exercised its power improperly;
iv) refer the matter back to the Registration Committee.

The HPARB hears appeals with respect to practice privilege decisions of the boards of one hundred and fifty-five public hospitals. The HPARB has the authority under the *Public Hospitals Act* to:

i) confirm the decision;
ii) direct the Hospital Board, person, or body making the decision to take such action as directed by the HPARB;
iii) substitute its opinion for that of the Hospital Board, person or body making the decision.

A list of statutes under which appeals and reviews may be conducted by the HPARB can be found at www.hparb.on.ca. Regulations under the statutes that may affect proceedings before the HPARB may be found at www.e-laws.gov.on.ca.

MANDATE OF THE HEALTH SERVICES APPEAL AND REVIEW BOARD

The Health Services Appeal and Review Board (HSARB) is an independent adjudicative tribunal created by the *Ministry of Health and Long-Term Care Appeal and Review Boards Act, 1998* that hears and renders decisions on disputes that arise under particular health-related statutes.

The Appeal Board holds hearings and conducts reviews respecting appeals from the decision of: the General Manager of OHIP; insured health services and practitioner billing; community placement services regarding eligibility for placement in a long-term care facility; community-based long term care service providers regarding the scope and level of services provided; the Minister and ministry officials regarding health facility licensing and municipal health boards' compliance with mandatory programs; and public health officials regarding community health hazards and communicable diseases.

The HSARB currently has a review and appeal mandate under twelve different statutes. As of July 1, 2010, *The Nursing Homes Act, The Homes for the Aged and The Rest Homes Act* and *The Charitable Institutions Act* were incorporated into *The Long Term Care Homes Act*. In addition, *The Home Care and Community Services Act* incorporated the provisions of *The Long-Term Care Act* and expanded the Appeal Board's jurisdiction.

HSARB Statutes of Authority

•	*The Ambulance Act*	•	*The Health Protection and Promotion Act*	•	*The Long-Term Care Homes Act*
•	*The Commitment to the Future of Medicare Act*	•	*The Home Care and Community Services Act**	•	*The Private Hospitals Act*
•	*The Healing Arts Radiation Protection Act*	•	*The Immunization of School Pupils Act*	•	*The Nursing Homes Act***
•	*The Health Facilities Special Orders Act*	•	*The Independent Health Facilities Act*	•	*The Homes for the Aged and Rest Homes Act***
•	*The Health Insurance Act*	•	*The Laboratory and Specimen Collection Centre Licensing Act*	•	*The Charitable Institutions Act***

* Previously *The Long-Term Care Act*.
**At the time of proclamation of the *Long-term Care Homes Act*, July 1, 2010, these acts were repealed and the accompanying regulations were revoked.

The HSARB was established to conduct hearing and reviews, and to make decisions, orders and recommendations regarding:

- Decisions of the Ontario Health Insurance Plan respecting eligibility and payment;
- Decisions of agencies under the *Home Care and Community Services Act, 1994* respecting eligibility for service;
- Orders of the Medical Officer of Health or public health inspectors;
- Decisions of the Director with respect to licensing under the *Long-Term Care Homes Act, 2007*;
- Decisions of the Director with respect to licensing of independent health facilities.

The HSARB has varied authority under the twelve different statutes for which it has an appeal and review mandate. The majority of the work conducted by the HSARB falls under the jurisdiction of the *Health Insurance Act*. The HSARB has the authority under the *Health Insurance Act* to:

i) affirm or rescind the decision;
ii) direct the General Manager to take such action as the Appeal Board considers the General Manager should take;
iii) substitute its opinion for that of the General Manager.

A list of statutes under which appeals may be conducted by the HSARB can be found at www.hsarb.on.ca. Regulations under the statutes that may affect proceedings before the HSARB may be found at www.e-laws.gov.on.ca.

C. ACHIEVEMENTS OF THE BOARDS

Throughout the period of this annual report, the HPARB and HSARB (Health Boards) have achieved success in a variety of areas, which has served to strengthen its service delivery to the Ontario public. In line with the Boards' jurisdiction and mandate, the following achievements have been made:

- Access to Justice:
    - Now in its third year, the Student Advocacy project of the Medico-Legal Society of Toronto, carried out with the Health Boards, has expanded to involve law students from the University of Toronto Law School, Osgoode Hall Law School and the University of Ottawa Law School as well as volunteers from the legal and medical professions. This partnership continues to strengthen the Boards' relationship with these organizations as well as to enhance access to justice for the public.
    - This year also saw an expansion of the HPARB's partnership with the University of Ottawa Law School through the school's participation in the Headnotes and Clerkship Program provided by the Board. Student volunteers have worked to support special projects with the Board in the development of headnote drafting and case clerk roles.
    - The Health Boards have the capacity to provide bilingual hearings and reviews throughout Ontario. In the period of this annual report, the Health Boards have conducted reviews and hearings in Toronto, London, Windsor, Ottawa, Kingston, Hamilton and Northern Ontario.
    - The Appeal Boards' commitment to access to justice across the province is exemplified by the geographic diversity of the Boards' leadership team, with full time Vice-Chairs representing Northern, Eastern and Southern Ontario.
    - In partnership with the Canadian Legal Information Institute (CanLII) the Health Boards have successfully provided online access of all decisions issued from January 1, 2010 onwards. Freedom of access to Boards' decisions increase the public's awareness of the Boards' policies and jurisdiction, and lends to the Boards' commitment in providing fair, open and accountable adjudication.

- Accessibility:
    - The Health Boards are committed to upholding the principles outlined in the Accessibility for Ontarians with Disabilities Act, 2005 by ensuring that people with disabilities have the same opportunity to access and benefit from the Boards' services as others. The Health Boards have met the requirements set out in the Accessibility Standards for Customer Service.

- Governance:
    - The Health Boards' addition of three permanent Vice-Chair positions in 2010 has been effective in addressing the Health Boards' increased caseload. The 2010-2011 fiscal year saw a 9% climb in intake as compared to the 2009-2010 fiscal year, yet experienced a 20% decrease in overall active cases. The Boards' ability to improve access to service for the public and to ensure that the services are of the highest quality and consistency has been positively impacted by the additional leadership roles.
    - Maintaining a joint leadership team that serves to assist in decisions regarding the Boards' key objectives including the outreach and accessibility of stakeholders and the maintenance of high quality member competency has been a priority in 2010-2011. This joint leadership team continues to facilitate one process of leadership and consistency for Health Board members.

- The Health Boards prepared for and addressed significant legislative changes including the introduction of *The Long-Term Care Homes Act* and *The Home Care and Community Services Act* .
- In adherence with the Travel, Meal and Hospitality Expenses Directive of the Government of Ontario, the Health Boards have updated established guidelines to ensure its membership complies with Ministry and government standards in its use of public funds.
- The Health Boards continue to convene Pre-Review/Pre-Hearing Conferences (PRC/PHC) for all matters before the Boards in order to clarify the jurisdiction of the Board and narrow the issues that come before it. This past fiscal year saw the employment of Member Facilitators to lead PRC/PHC's. With greater resources by which to convene, the occurrence of PRC/PHC's before the Boards have increased by 58% from the 2009-2010 fiscal year.

- Member Recruitment and Development:
  - While the Health Boards' membership base has remained constant between April 1, 2010 and March 31, 2011, cross-appointment between Boards has increased by 15%. This is reflective of the broad knowledge base and skill set of the membership. Expanding Board membership continues to focus on recruiting bilingual members to improve the delivery of French language services.
  - The Boards' Education Committee regularly assesses the education and training needs of the Health Boards and arranges the delivery of appropriate training and education modules (both to orient new members and provide ongoing education to Health Board members).
    - Joint education sessions for the members of the Health Boards brought subject matter experts well known in their field of study together for discussion.
    - The Boards continue to hold monthly Presiding-Member training teleconferences which contributes to an efficient and speedy delivery of relevant training to presiding members.
  - The Health Boards have fully integrated the use of electronic decision writing templates to aid in expedition of panel decision issuance, while maintaining the Health Boards' commitment to Green Initiatives.

D. HPARB OPERATIONAL PERFORMANCE

The HPARB is an independent adjudicative tribunal with jurisdiction respecting the regulatory activities of twenty-seven Colleges governing twenty-eight regulated (human) health professions and veterinarians, and the practice privilege decisions of the boards of one hundred and fifty-five public hospitals. The Board also hears appeals from the decisions of the Accreditation Committees for pharmacies and veterinarian facilities.

The HPARB was established to conduct hearings and reviews, and to make decisions, orders and recommendations regarding:

- Decisions made by the Inquiries, Complaints and Reports Committees (ICRC) of the self-regulating health professions Colleges in Ontario[2];
- Decisions made by the Complaints Committee of the College of Veterinarians of Ontario;
- Orders of the Registration Committees of the Colleges;
- Physicians' hospital privileges under the *Public Hospitals Act* (PHA); and
- Accreditation of veterinary and pharmacy facilities.

HPARB INTAKE BY CASE TYPE	Apr 1, 2007 - Mar 31, 2008	Apr 1, 2008 - Mar 31, 2009	Apr 1, 2009 - Mar 31, 2010	Apr 1, 2010 - Mar 31, 2011
Complaint Review	476	386	393	488
PHA - Hearing	3	3	8	5
Registration Hearing	7	10	29	41
Registration Review	33	30	42	70
Section 26 - *Veterinarians Act*	0	0	4	0
Section 28 Application - RHPA Code	31	28	22	23
Accreditation	3	0	2	0
Total HPARB Intake	**553**	**457**	**500**	**627**

[2] Since June 4, 2009, the Complaints Committee has been re-formed into the Inquiries, Complaints and Reports Committee.

Intake by College: Complaint Reviews

INTAKE BY COLLEGE*				
COMPLAINT REVIEWS	Apr 1, 2007 - Mar 31, 2008	Apr 1, 2008 - Mar 31, 2009	Apr 1, 2009 - Mar 31, 2010	Apr 1, 2010 - Mar 31, 2011
College of Physicians and Surgeons of Ontario	65%	61%	57%	63%
Royal College of Dental Surgeons of Ontario	10%	14%	13%	11%
College of Psychologists of Ontario	2%	3%	3%	4%
College of Nurses of Ontario	4%	4%	4%	4%
Other Colleges	19%	18%	23%	18%
Total Complaint Review Intake	**476**	**386**	**393**	**488**

*Values represented as a percentage of all complaints received by the HPARB from all regulatory colleges.

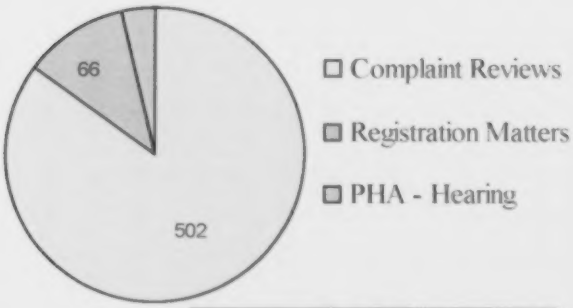
Intake by College: Registration Matters

INTAKE BY COLLEGE*				
REGISTRATION MATTERS	Apr 1, 2007 - Mar 31, 2008	Apr 1, 2008 - Mar 31, 2009	Apr 1, 2009 - Mar 31, 2010	Apr 1, 2010 - Mar 31, 2011
College of Nurses of Ontario	42%	27%	60%	53%
College of Physicians and Surgeons of Ontario	20%	25%	12%	15%
College of Psychologists of Ontario	10%	12%	8%	8%
College of Denturists of Ontario	0%	0%	0%	8%
Other Colleges	28%	36%	20%	16%
Total Registration Matter Intake	**40**	**40**	**71**	**111**

*Values represented as a percentage of all registration matters received by the HPARB from all regulatory colleges.

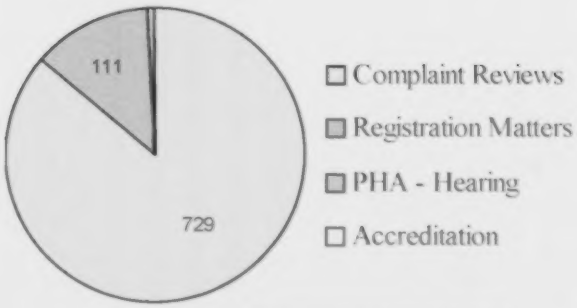
HPARB Caseload Activity

Reviews/Hearings Conducted by Case Type

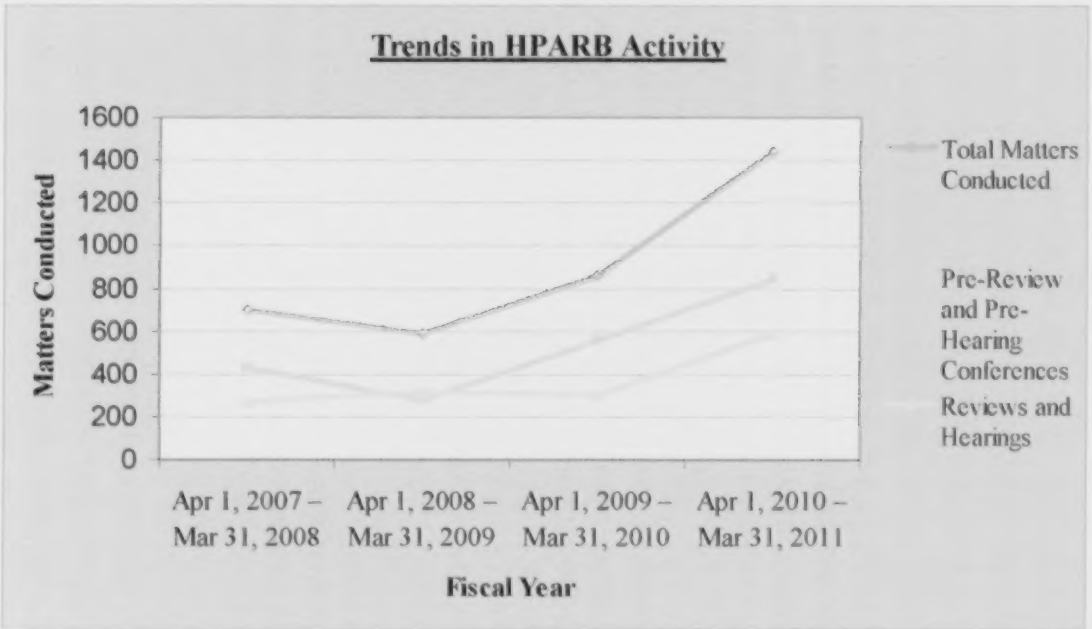


Total Reviews/Hearings: 590

PRC/PHC Conducted by Case Type



Total PRC/PHC: 847



HPARB Complaint Review Caseload

COMPLAINT REVIEWS	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Active Caseload at Beginning of Period	596	847	875	838
Intake	469	386	393	488
Total Case Load	1065	1233	1268	1326
Decisions Issued	127	229	301	421
Resolved*	68	56	76	169
Matter Closed**	23	73	53	33
Total Matters Disposed Of	218	358	430	623
Active Caseload at End of Period	**847**	**875**	**838**	**703**

* Previously reported as withdrawn. Change in terminology reflects activity of Board and Staff members in focus on early resolution of matters.
** Includes those cases not proceeded with due to timeliness, frivolous and/or vexatious, ineligible request, no jurisdiction, abandonment and administrative closures.

HPARB Complaint Review Dispositions

COMPLAINT REVIEW CASE DISPOSITIONS [3]	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Confirmed	102 (80.3%)	188 (82.1%)	256 (85%)	358 (85%)
Returned	25 (19.7%)	41 (17.9%)	45 (15%)	63 (15%)
Total Decisions Issued	**127**	**229**	**301**	**421**

[3] The HPARB does not render a decision on the date of a review/ hearing and therefore the number of dispositions issued in a year may not match the total matters conducted.

HPARB Registration Matter Caseload

REGISTRATION MATTERS	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Active Caseload at Beginning of Period	32	44	42	66
Intake	40	40	71	111
Total Case Load	72	84	113	177
Decisions Issued	14	28	21	57
Resolved*	10	11	17	39
Matter Closed**	4	3	9	11
Total Matters Concluded	28	42	47	107
Active Caseload at End of Period	**44**	**42**	**66**	**70**

* Previously reported as withdrawn. Change in terminology reflects activity of Board and staff members in focus on early resolution of matters.

** Includes those cases not proceeded with due to timeliness, frivolous and/or vexatious, ineligible request, no jurisdiction, abandonment and administrative closures.

HPARB Registration Matter Dispositions

REGISTRATION MATTER CASE DISPOSITIONS [4]	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Confirmed	10 (71.4%)	20 (74.1%)	11 (52.4%)	50 (85%)
Returned	4 (28.6%)	7 (25.9%)	10 (47.6%)	7 (15%)
Total Decisions Issued	**14**	**27**	**21**	**57**

[4] The HPARB does not render a decision on the date of a review/ hearing and therefore the number of dispositions issued in a year may not match the total matters conducted.

HPARB Recommendation Dispositions

Under section 35(1) of the *Health Professions Procedural Code*, Schedule 2 to the *Regulated Health Professions Act*, 1991, Statutes of Ontario, 1991, c.18, the HPARB is granted with jurisdiction to make recommendations to the ICRC of the Colleges of the Regulated Health Professions as well as the Complaints Committee of the College of Veterinarians of Ontario.

In past years the Board has exercised its obligation to make recommendations where deemed necessary, however, this will be the first year reporting such actions.

Recommendations are frequently made by the Board where inefficacies in college process and or policy are noted, whether the decision is returned or granted. In reply, the Colleges involved are generally responsive and work to improve such policies or procedures as part of a continued effort to better serve the public interest.

RECOMMENDATIONS BY CASE TYPE	Apr 1, 2010 – Mar 31, 2011
Complaint Review	13 (3%)
Registration Matter	7 (12%)
Total Recommendations Issued	**20 (4%)**

RECOMMENDATION DISPOSITION	Apr 1, 2010 – Mar 31, 2011	
Characterization	Complaint Review	Registration Matter
Update College Practice	8 (2%)	0
Improve Communication Procedure	5 (1%)	7 (12%)
Total Decisions Issued	**421**	**57**

HPARB FINANCIAL PERFORMANCE

HPARB				
FINANCIAL PERFORMANCE[1]				
DESCRIPTION	**2007/2008**	**2008/2009**	**2009/2010**	**2010/2011**
PER DIEM HONORARIA[2]				
Attendance at Proceedings[3]	186,379	282,958	256,871	341,652
Preparation for Proceedings	168,613	290,331	216,821	304,659
Decision Writing	144,918	566,071	550,923	575,942
Disclosure	92,360	395,857	397,826	335,878
Board Education & Administration[4]	642,209	792,362	613,013	546,092
PHC/PRC	251,918	77,125	130,575	187,681
PROCEEDINGS: RELATED EXPENSES				
Court Reporting Services	4,296	3,066	9,147	12,622
OTHER EXPENSES				
Independent Legal Services	252,847	178,656	118,620	198,186
Consulting	106,065	0	0	0
Communications[5]	167,426	289,043	183,328	201,840
Travel[6]	n/a	n/a	251,240	265,660
TOTAL	**$2,017,031**	**$2,875,469**	**$2,728,364**	**$2,970,213**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2010 – March 31, 2011: Public member = $398; Vice-Chair = $491
[3] Includes attendance, deliberation and cancellations.
[4] Includes education, administration, retro payments, travel time and all Board/Committee meetings.
[5] Includes language and sign interpretation, assistive listening devices, translation, printing, copying, access fees, mailing, telephone, teleconference, and office supplies.
[6] Includes cost of travel expenses, accommodation and facility rental. Travel expenses have been isolated from communications.

E. HSARB OPERATIONAL PERFORMANCE

The HSARB is an independent adjudicative tribunal that hears and renders decisions on disputes that arise under specific health-related statutes.

The HSARB was established to conduct hearings and reviews, and to make decisions, orders and recommendations regarding:

- Decisions of the Ontario Health Insurance Plan respecting eligibility and payment;
- Decisions of agencies under the *Home Care and Community Services Act, 1994* respecting eligibility for service;
- Orders of the Medical Officer of Health or public health inspectors;
- Decisions of the Director with respect to licensing under the *Long-Term Care Homes Act, 2007*;
- Decisions of the Director with respect to licensing of independent health facilities.

INTAKE BY ACT	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Health Insurance Act	353	397	387	344
The Independent Health Facilities Act	11	9	14	7
The Health Protection and Promotion Act	9	11	13	12
The Long-Term Care Act, 1994	10	6	9	14
The Home Care and Community Services Act	0	0	0	8
The Long Term Care Homes Act	0	0	0	6
The Immunization of School Pupils Act	15	51	0	1
The Ambulance Act	0	0	0	1
The Heath Facilities Special Orders Act	6	0	0	0
Commitment to the Future of Medicare Act	1	1	1	0
The Charitable Institutions Act	1	0	0	0
The Healing Arts Radiation Protection Act	0	0	0	0
The Laboratory and Specimen Collection Centre Licensing Act	0	0	0	0
The Nursing Homes Act	0	0	0	0
The Private Hospitals Act	0	0	0	0
Homes for the Aged and Rest Homes Act	0	0	0	0
Total Intake	**406**	**475**	**424**	**393**

HSARB Caseload Summary

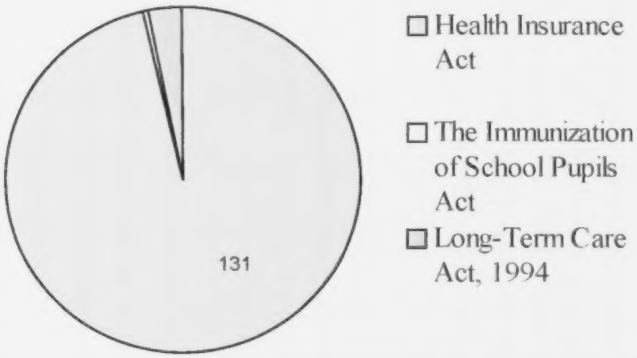
CASELOAD SUMMARY	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Active Caseload at beginning of period	421	474*	600	535
Intake	406	475	424	393
Total Case Load	827	949	1,024	928
Total Matters Conducted	205	148	131	136
Total Matters Concluded**	215	349	489	471
Active Caseload at End of Period	**407**	**600**	**535**	**457**

* As of the 2008-09 period, the 'Active Caseload at the beginning of the period' includes all 'decision-pending' matters.

**As of the 2008-09 period, 'Total Matters Disposed Of' includes those matters administratively closed, resolved, abandoned, settled or with a decision issued.

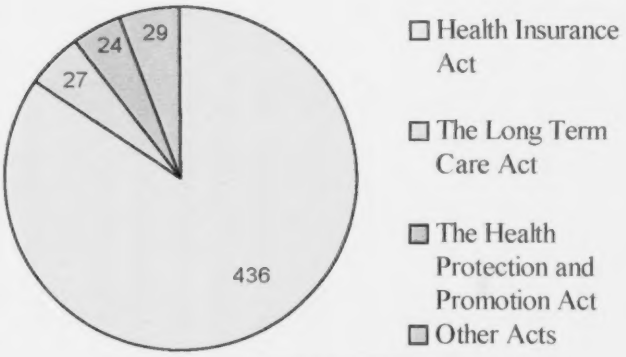
HSARB Caseload Statistics

Matters Conducted by Act

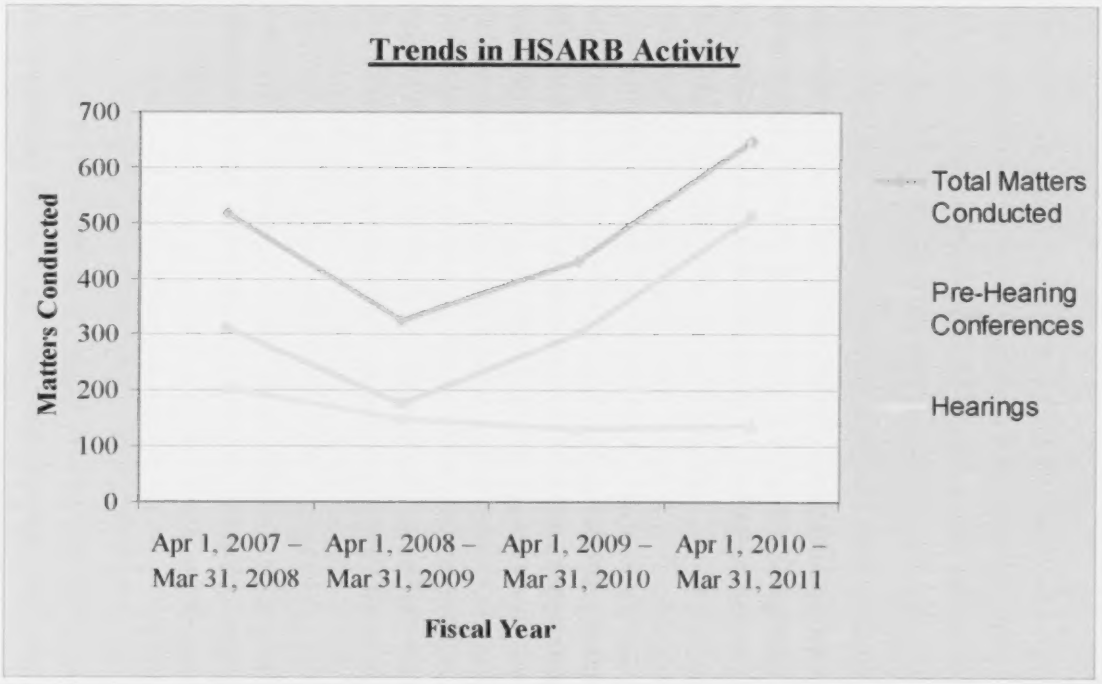


Total Reviews/Hearings:136

PHC Conducted by Act



Total PHC: 516



HSARB FINANCIAL PERFORMANCE

HSARB				
FINANCIAL PERFORMANCE[1]				
DESCRIPTION	**2007/2008**	**2008/2009**	**2009/2010**	**2010/2011**
PER DIEM HONORARIA[2]				
Attendance at Proceedings[3]	181,498	144,111	159,593	121,741
Preparation for Proceedings	77,896	58,683	75,322	80,262
Decision Writing	184,697	115,639	168,239	126,466
Board Education & Administration[4]	205,589	156,518	158,031	128,759
Pre-Hearing Conferences	90,763	49,178	75,742	108,067
PROCEEDINGS: RELATED EXPENSES				
Court Reporting Services	25,620	13,362	20,325	26,895
OTHER EXPENSES				
Independent Legal Services	199,631	140,030	127,050	140,625
Communications[5]	76,734	130,829	64,126	85,566
Travel[6]	n/a	n/a	28,471	34,050
TOTAL	**$1,042,428**	**$808,350**	**$876,899**	**$852,429**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2010 – March 31, 2011: Public member = $398; Vice-Chair = $491
[3] Includes attendance, deliberation and cancellations.
[4] Includes education, administration, retro payments, travel time and all Board/Committee meetings.
[5] Includes language and sign interpretation, assistive listening devices, translation, printing, copying, access fees, mailing, telephone, teleconference, and office supplies.
[6] Includes cost of travel expenses, accommodation and facility rental. Travel expenses have been isolated from communications.

F. TPAP OPERATIONAL PERFORMANCE

The HSARB has an associated separately appointed panel called the Transitional Physician Audit Panel (TPAP) that hears appeals from decisions by the General Manager of OHIP in respect of payments to physicians. Proceedings are not open to the public and decisions are confidential. Under the terms of the *Health Insurance Act*, these members can only hear matters specifically assigned to the Panel by the Act. As of March 31, 2010, the Physician Payment Review Board (PPRB) has replaced the TPAP. The TPAP maintains its jurisdiction with respect to all matters appealed to it prior to March 31, 2010.

The TPAP may give any of the following directions:

1. Confirm the decision or opinion of the General Manager;
2. The General Manager to make a payment in accordance with the submitted account.
3. The General Manager to pay a reduced amount, as calculated by the General Manager in accordance with the direction.
4. That the physician reimburse the Plan in the amount calculated by the General Manager in accordance with the direction.

CASELOAD SUMMARY	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Active Caseload at the beginning of the period	95	100	105	103
Requests Received	7	9	4	0
Total Case Load	102	109	109	103
PHC Convened	3	7	13	4
Matters Concluded*	2	4	6	100
Active Caseload at End of Period	**100**	**105**	**103**	**3**

*Includes those matters resolved, abandoned or administratively closed.

TPAP FINANCIAL PERFORMANCE[1]				
DESCRIPTION	**2007/2008**	**2008/2009**	**2009/2010**	**2010/2011**
Per Diem Honoraria[2]	338	3,841	11,985	11,952
Other Expenses	415	216	453	53
TOTAL	**$753**	**$4,057**	**$12,438**	**$12,005**

[1] All figures in Canadian dollars.
[2] For the period of April 1, 2010 – March 31, 2011: Professional Member = $664

G. OHCAP REVIEW COMMITTEE OPERATIONAL PERFORMANCE

Members of the public can apply to the Ontario Hepatitis C Assistance Plan (OHCAP) through the Ministry of Health for financial assistance if before January 1, 1986, or between July 2, 1990 to September 28, 1998:

- they contracted hepatitis C virus (HCV) through the blood system in Ontario;
- they were infected with HCV by a spouse, partner or mother who contracted HCV through the blood system in Ontario; or
- they are the personal representative of an estate of an individual who contracted the HCV through the blood system in Ontario during the period covered by the Ontario Plan.

Appeals from the decision of the OHCAP Program Office can be made to the Ontario Hepatitis C Assistance Plan Review Committee. Proceedings are not open to the public and decisions are confidential. The Minister appoints members. Further information can be obtained from the Ministry of Health website at www.health.gov.on.ca under The Ontario Hepatitis C Assistance Plan.

CASELOAD SUMMARY	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
Active Caseload at the beginning of the period	63	78	64	19
Requests Received	36	42	13	8
Total Caseload	**99**	**120**	**77**	**27**
Decisions Issued	13	41	25	6
Matters Concluded*	8	15	33	5
Active Caseload at End of Period	**78**	**64**	**19**	**16**

* Includes those matters resolved, abandoned or administratively closed.

OHCAP REVIEW COMMITTEE FINANCIAL PERFORMANCE[1]				
DESCRIPTION	**2007/2008**	**2008/2009**	**2009/2010**	**2010/2011**
Per Diem Honoraria[2]	6,600	16,170	28,330	13,134
Other Expenses	1,113	996	1,360	596
TOTAL	**$7,773**	**$17,165**	**$29,690**	**$13,730**

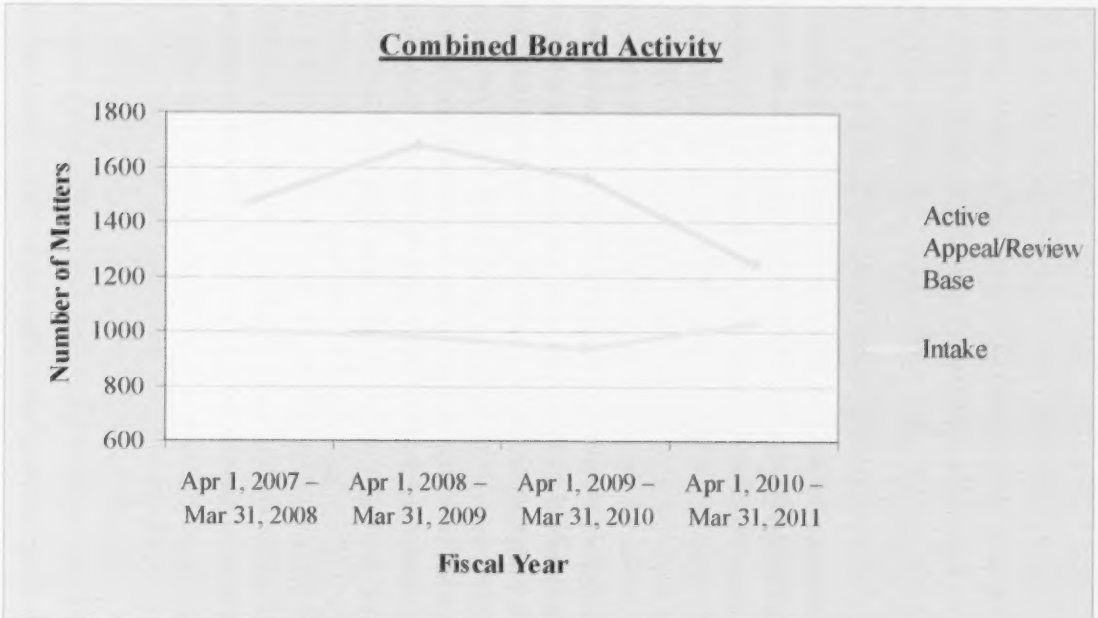
[1] All figures in Canadian dollars.
[2] For the period of April 1, 2010 – March 31, 2011: Public member = $398

H. COMBINED BOARD ACTIVITY

The following data is a representation of the combined board activity experienced throughout the past four fiscal cycles.

INTAKE BY BOARD	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
HPARB	553	457	500	627
HSARB	406	475	424	393
OHCAP	36	42	13	8
TPAP	7	9	4	0
Total	**1002**	**983**	**941**	**1028**

ACTIVE CASELOAD AT END OF PERIOD	Apr 1, 2007 – Mar 31, 2008	Apr 1, 2008 – Mar 31, 2009	Apr 1, 2009 – Mar 31, 2010	Apr 1, 2010 – Mar 31, 2011
HPARB	891	917	904	773
HSARB	407	600	535	457
OHCAP	78	64	19	16
TPAP	100	105	103	3
Total	**1476**	**1686**	**1561**	**1249**



I. HPARB MEMBERSHIP LIST AS AT MARCH 31, 2011

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Bates*	Timothy	28-Jul-10	27-Jul-12	Public Member	Toronto
Beamish*	James T.	02-Dec-09	01-Dec-11	Public Member	Toronto
Belanger-Hardy*	Louise Y.	20-Jun-07	19-Jun-11	Public Member	Ottawa
Bossin*	Michael	07-Mar-07	06-Mar-12	Public Member	Ottawa
Boucher*	Michael	03-Sep-08	02-Sep-13	Public Member	London
Burstyn*	Marla K.	11-Mar-09	10-Mar-14	Public Member	Toronto
Cohen	Sheldon	22-Dec-05	21-Dec-13	Public Member	Toronto
Coyne*	Deborah	30-Sep-09	29-Sep-11	Public Member	Toronto
D'Amours*	Marc	18-Feb-09	17-Feb-14	Public Member	L'Orignal
Dault*	James F.	20-Jun-07	19-Jun-11	Public Member	Barrie
Davies	Anne Michele	13-Feb-08	12-Feb-13	Public Member	Etobicoke
Denov	Celia	05-Jan-06	04-Jan-14	Public Member	Toronto
Downing*	Beth	02-Dec-09	01-Dec-11	Public Member	Oakville
Elman*	Bruce P.	16-Dec-09	15-Dec-11	Public Member	Windsor
Farha*	Soraya	11-Mar-09	10-Mar-14	Public Member	Toronto
Foda	Rabiz	27-Jun-07	26-Jun-15	Public Member	Mississauga
Getson	Gary	03-Feb-06	02-Feb-14	Public Member	Unionville
Go	Avvy Yao-Yao	02-Mar-05	01-Mar-13	Public Member	Toronto
Goldberg*	Bonnie	13-Feb-08	12-Feb-13	Public Member	Toronto
Gordon	Phyllis	06-Jun-07	05-Jun-12	Public Member	Toronto
Grant*	Norma D.	03-Sep-08	02-Sep-13	Public Member	Toronto

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Gruben*	Vanessa	02-Dec-09	01-Dec-11	Public Member	Ottawa
Heyninck*	Emanuela	15-Sep-10	14-Sep-12	Public Member	London
Huscroft*	Grant	09-Jul-08	08-Jul-13	Public Member	London
Jovanovic*	Stephen	30-May-06	29-May-14	Public Member	Windsor
Jugnundan*	Nelanthiri (Nalini)	10-Mar-10	09-Mar-12	Public Member	Richmond Hill
Kelly*	Thomas J. J.	15-Dec-05	14-Dec-13	Public Member	London
King	Christopher	03-Feb-06	02-Feb-14	Public Member	Markham
Kirke*	Leslie	18-Feb-09	17-Feb-14	Public Member	Toronto
Kovanchak*	Stephen G.	08-Apr-09	07-Apr-11	Public Member	Thunder Bay
Lamoureux*	Linda	23-Aug-05	22-Aug-13	Chair	Markham
Ledger	Shelley	29-Nov-06	28-Nov-11	Public Member	Toronto
Lobu*	Taivi	11-Apr-06	23-Feb-13	Vice-Chair	Toronto
Makhamra*	Samia	07-May-08	06-May-11	Public Member	Toronto
McKelvey	Darcie	13-Feb-08	12-Feb-13	Public Member	Caledon
McKeown*	Sharon	25-Feb-09	24-Feb-14	Public Member	Windsor
Moss*	Christine T.	11-Mar-09	10-Mar-14	Public Member	Toronto
Nakamura	Mark	13-Feb-08	12-Feb-13	Public Member	Toronto
Ouellet*	Sonia C.	07-Mar-07	06-Mar-12	Public Member	Ottawa
Petryna	Brenda	10-Aug-06	09-Aug-14	Public Member	Sudbury
Proulx*	Chantal	18-Feb-09	17-Feb-14	Public Member	Ottawa
Ryan Elliott*	Kathleen	07-Mar-07	06-Mar-12	Public Member	Cobourg

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Sanchez de Malicki	Elvira	28-May-08	27-May-13	Public Member	Toronto
Shamess	Carol	30-May-06	29-May-14	Public Member	Sault Ste. Marie
Siddiqui*	Yasmeen	12-May-10	11-May-12	Public Member	Toronto
Sossin*	Lorne	25-Oct-06	24-Oct-11	Public Member	Toronto
Stasila	David	21-Feb-07	20-Feb-12	Public Member	Aurora
Steele*	Robert L.	08-Oct-08	07-Oct-13	Public Member	Burlington
Stewart Ferreira	Lydia	04-Feb-09	03-Feb-14	Public Member	Toronto
St-Hilaire*	Gabrielle H.	30-Apr-08	29-Apr-13	Public Member	Ottawa
Taylor	Phillip S.	05-Jan-06	04-Jan-14	Public Member	Toronto
Tye*	Hugh	16-Apr-08	15-Apr-13	Public Member	Dundas
Vauthier*	Janice H.	15-Dec-05	23-Feb-13	Vice-Chair	Thunder Bay
Watters	Michael V.	02-Dec-09	01-Dec-11	Public Member	Amherstburg
Wilton*	Carol	20-Oct-10	19-Oct-12	Public Member	Hamilton

* Cross-appointed to the HSARB

HSARB MEMBERSHIP LIST AS AT MARCH 31, 2011

Last Name	First Name	OIC original start date	OIC expiration date	Position	Location
Bates*	Timothy	28-July-10	27-Jul-12	Public Member	Toronto
Beamish*	James T.	02-Dec-09	01-Dec-11	Public Member	Toronto
Bélanger-Hardy*	Louise Y.	25-Mar-09	24-Mar-14	Public Member	Ottawa
Bossin*	Michael	23-Mar-11	22-Mar-13	Public Member	Ottawa
Boucher*	Michael	18-Nov-09	17-Nov-11	Public Member	London
Burstyn*	Marla K.	03-Nov-04	20-Nov-12	Public Member	Toronto
Cohen	May	09-Apr-03	08-Apr-14	Public Member	Toronto
Coyne*	Deborah	30-Sep-09	29-Sep-11	Public Member	Toronto
D'Amours*	Marc	18-Feb-09	17-Feb-14	Public Member	L'Orignal
Dault*	James F.	02-Dec-09	01-Dec-11	Public Member	Barrie
Downing*	Beth	15-Jul-05	14-Jul-13	Public Member	Oakville
Elman*	Bruce P.	16-Dec-09	15-Dec-11	Public Member	Windsor
Farha*	Soraya	03-Mar-04	02-Mar-12	Vice-Chair	Toronto
Goldberg*	Bonnie	23-Mar-11	22-Mar-13	Public Member	Toronto
Grant*	Norma	23-Mar-11	22-Mar-13	Public Member	Toronto
Gruben*	Vanessa T.	02-Dec-09	01-Dec-11	Public Member	Ottawa
Heyninck*	Emanuela	15-Sep-10	14-Sep-12	Public Member	London
Huscroft*	Grant	09-Feb-11	08-Feb-13	Public Member	London
Jovanovic*	Stephen	11-Mar-09	10-Mar-14	Public Member	Windsor
Jugnundan*	Nelanthiri (Nalini)	10-Mar-10	09-Mar-12	Public Member	Richmond Hill
Kelly*	Thomas J. J.	11-Mar-09	10-Mar-14	Public Member	London
Kirke*	Leslie	18-Feb-09	17-Feb-14	Public Member	Toronto
Kovanchak*	Stephen G.	08-Apr-09	07-Apr-11	Public Member	Thunder Bay

Last name	First name	OIC original start date	OIC expiration date	Position	Location
Lamoureux*	Linda P.	23-Apr-08	22-Aug-13	Chair	Markham
Lawford	Michele J.	16-Feb-00	20-Feb-14	Public Member	Kingston
Lobu*	Taivi	11-Mar-09	10-Mar-14	Public Member	Toronto
Lum	Lillie Lai Quon	01-Feb-99	22-Mar-13	Public Member	Thornhill
Makhamra*	Samia	23-Mar-11	22-Mar-13	Public Member	Toronto
McKeown*	Sharon	25-Feb-09	24-Feb-14	Public Member	Windsor
Moss*	Christine T.	01-Feb-99	22-Mar-13	Public Member	Toronto
Mullan	Elizabeth A.	15-Apr-03	14-Apr-14	Public Member	Toronto
Ouellet*	Sonia	03-May-10	02-May-12	Vice-Chair	Ottawa
Proulx*	Chantal	18-Feb-09	17-Feb-14	Public Member	Ottawa
Ryan Elliott*	Kathleen	23-Mar-11	22-Mar-13	Public Member	Cobourg
St-Hilaire*	Gabrielle H.	11-Mar-09	10-Mar-14	Public Member	Ottawa
Siddiqui*	Yasmeen	12-May-10	11-May-12	Public Member	Toronto
Sossin*	Lorne	11-Mar-09	10-Mar-14	Public Member	Toronto
Steele*	Robert	23-Mar-11	22-Mar-13	Public Member	Burlington
Tye*	Hugh	23-Mar-11	22-Mar-13	Public Member	Hamilton
Vauthier*	Janice H.	11-Mar-09	10-Mar-14	Public Member	Thunder Bay
Wilton*	Carol	20-Oct-10	19-Oct-12	Public Member	Hamilton
Yedvab	Jay Okun	07-May-04	04-Jul-12	Public Member	Toronto

* Cross-appointed to the HPARB

TPAP MEMBERSHIP LIST AS AT MARCH 31, 2011

Last Name	First Name	OIC original start date	OIC expiration date	Position	Location
Darani	Shaheen A.	23-Jul-08	22-Jul-11	Panel Member	Toronto
Fisher	Garry	23-Jul-08	22-Jul-11	Panel Member	Simcoe
Freedman	Paul Edward	21-Dec-04	07-Jul-11	Panel Member	Toronto
Kerenyi	Norbert Andrew	21-Dec-04	07-Jul-11	Panel Member	Toronto
Lamoureux	Linda P.	23-Apr-08	22-Aug-13	Chair	Markham
Ng	Nelly Wing-Kwong	21-Dec-04	07-Jul-11	Panel Member	North York
Opler	Susan E.	23-Jul-08	22-Jul-11	Panel Member	Toronto
Ramsbottom	David J.	23-Jul-08	22-Jul-11	Panel Member	Dundas
Rasky	Holly	20-Jun-07	07-Jul-11	Panel Member	Toronto
Seif	Atih	23-Jul-08	07-Jul-11	Panel Member	North York

OHCAP REVIEW COMMITTEE MEMBERSHIP LIST AS AT MARCH 31, 2011

Last Name	First Name	OIC original start date	OIC expiration date	Position	Location
Maben	Ruth	11-Jul-08	30-Sep-11	Committee Member	Oakville
Lamoureux	Linda P.	11-Jul-08	30-Sep-11	Chair	Markham
O'Neil	Kathleen	28-Aug-08	30-Sep-11	Committee Member	Toronto
Strevens	Linda	31-Jul-09	30-Sep-11	Committee Member	Toronto

J. HEALTH BOARDS SECRETARIAT STAFF LIST AS AT MARCH 31, 2011

Staff Member	Position
Lori Coleman	Registrar
Sara van der Vliet	Deputy Registrar
Natalya Demyanenko	Case Management Coordinator
Ruth Reynolds	Case Management Coordinator
Maureen Baker	Case Officer
Sofiea Choudhary	Case Officer
Andrew Clifford	Case Officer
Anna Dunscombe	Case Officer
Sandra Evora	Case Officer
Kate Franklin	Case Officer
Alpha Aberra	Administrative Assistant
Jada Fung	Administrative Assistant
Peggy Lau	Administrative Assistant
Andrea McKenzie	Administrative Assistant
Sarah Oliver	Administrative Assistant
Shanti Persaud	Administrative Assistant
Mathanan Kailas	Manager, IT Services
Aravinth Ramalingam	Systems Support Analyst
Rushi Patel	Systems Officer
Shonna Olendy	Executive Assistant/Researcher
Tanya Perdikoulias	Executive Assistant/Researcher